

Experience Cloud QuickStart

AI-Powered Customer, Partner & Employee Portals with Self-Service Agents

Datacolor.ai is a **Salesforce Select Partner** and **Informatica Platinum Partner** specializing in enterprise-grade Customer Data Management and AI-driven CRM implementations. We are pleased to present this letter outlining our **Experience Cloud QuickStart** offering — a structured engagement designed to deliver AI-augmented portals from day one, embedding Agentforce self-service agents grounded in your Knowledge Base and Informatica-cleansed Data Cloud profiles. The result is intelligent customer, partner, and employee experiences that deflect cases, personalize interactions, and accelerate time-to-value.

What's Included — Core Scope

Consultation & Discovery

- Business requirements gathering and portal use-case definition
- Audience segmentation: Customer / Partner / Employee portals
- Agentforce self-service use-case identification
- Data sharing and security model design workshop
- KPI definition and go-live success criteria

Salesforce Configuration

- 1 Community portal using pre-built Customer / Partner / Employee template
- LWR (Lightning Web Runtime) or Aura template — client selection at kickoff
- Landing page, menu tabs, pages, and page components configuration
- Community pages for Standard and Custom objects (up to 4 Standard / 4 Premium additional)
- Custom community URL and company branding
- Profile, Object & Field Level Security — data visibility rules
- User, Profile, Roles setup and license assignments
- Custom branded User Registration / Sign-in page
- Self-service Knowledge Base with security & sharing setup
- Role Hierarchy setup (Premium)
- Case Management Process setup (Premium)
- Custom Dashboards and Reports (up to 10 — Premium)

Agentforce Self-Service Agent

- Agentforce Service Agent embedded in portal — deflects cases via AI-powered chat
- Knowledge Base grounded responses — answers from your published articles
- Authenticated case creation fallback when agent cannot resolve
- Personalized portal experience powered by Data Cloud unified profiles (Premium)
- Agent testing, prompt refinement, and UAT validation

Informatica Data Quality

- Contact and Account data profiling pre-portal launch
- Duplicate user detection and master record consolidation
- Data quality score dashboard post-migration
- Salesforce Connector for Informatica IDMC SaaS — co-developed by Datacolor

Resources & Enablement

- Senior BA / Project Manager
- Experience Cloud Certified Solutions Architect
- Agentforce Implementation Specialist
- QA review, deployment to UAT and production
- 2 hrs Training (Standard) / 6 hrs (Premium) + Documentation handover
- 4-week post-go-live hypercare support included

Key Benefits

Agentforce Embedded

AI agent resolves cases, answers KB questions, and escalates intelligently.

Rapid Deployment

Live portal in 4–8 weeks using pre-built templates and Datacolor accelerators.

Personalized by Data

Data Cloud profiles power personalized experiences grounded in Informatica-cleansed data.

Proven ROI

60% data quality improvement and 3× faster time-to-value across real-world implementations.

Secure by Design

Profile, Object, and Field Level Security ensures the right data reaches the right user.

Modern Architecture

LWR (Lightning Web Runtime) delivers the latest Experience Cloud performance and extensibility.

Engagement Tiers

Feature	STANDARD — 4–5 Weeks	PREMIUM — 7–8 Weeks
Community Portal	1 Portal	1 Portal
Template	Customer / Partner / Employee (pre-built)	Customer / Partner / Employee (pre-built)
Object Pages	Up to 4 Standard	Up to 4 Standard + 4 Premium
Community URL & Branding	✓ Included	✓ Included
Security	✓ Included	✓ Included
User Setup	✓ Included	✓ Included
Registration Page	✓ Included	✓ Included
Knowledge Base	✓ Included	✓ Included
Role Hierarchy	—	✓ Included
Case Management	—	✓ Included
Dashboards & Reports	—	Up to 10
Agentforce Agent	1 use case	Expanded KB grounding
Data Cloud Personalization	—	✓ Included
Informatica Data Quality	—	✓ Data quality baseline
User Training	2 hours	6 hours + Documentation handover
Hypercare Support	4 weeks post go-live	4 weeks post go-live
Price	\$16,000 – \$18,000 4–5 Weeks	\$20,000 – \$25,000 7–8 Weeks

How It Works — Our Approach

01	02
Discovery & Design Requirements, segmentation, security model, and use-case selection.	Architecture & Build Portal config, branding, pages, security, and agent deployment.
03	04
Test & Validate QA, UAT, and agent demonstration with client stakeholders.	Go-Live & Hypercare Deploy, train users, hand over docs, and support 4 weeks.

Assumptions & Out of Scope

ASSUMPTIONS

- Cleansed source data prior to kickoff
- Refreshed Sandbox available at project start
- Requirements shared before kickoff
- Client SME available throughout engagement
- Experience Cloud licenses provisioned
- Knowledge Base content provided by client

OUT OF SCOPE

- Custom templates built from scratch
- Custom Apex/LWC development
- Order or CPQ integration
- Multi-language portal
- Inventory or ERP integration
- Change management programs

We look forward to helping you launch your intelligent portal — please reach out to begin the conversation.